



*Last updated 12/20/21*

## **Frequently Asked Software Transition Questions for RIDE Customers**

### **1. What happened?**

To improve operations and system stability, the MBTA transitioned back from Routematch/Uber to the previous software system, ADEPT. This change will ensure reliable service for our RIDE customers. There are no changes between this version of ADEPT and the version used by the RIDE prior to the Routematch/Uber transition.

### **2. Why did the RIDE/MBTA make this change?**

Over the past year since the RIDE transitioned to Routematch/Uber, we have listened to your feedback and concerns. We acknowledge the poor service you have experienced when using The RIDE and we sincerely apologize for any delays in service or issues you may have experienced. This change will allow The RIDE to provide customers with better quality service and consistent operations.

### **3. When did this happen?**

The ADEPT software transition occurred on November 1, 2021.

### **4. How does this transition affect me?**

As a customer, you will experience the following:

- More consistent and reliable service as a result of having reverted back to the ADEPT system.
- Changes to notification calls as the RIDE reverted to the previous practice of only two notifications calls for upcoming trips. See question #9 for more details.
- For customers who use the optional offering of booking trips online, the MBTA has reverted to the ADEPT booking website. See question #11 for more details.

### **5. Does this impact my eligibility?**

No, this has no impact on your eligibility.

### **6. Does this impact the RIDE Flex program?**

No, this has no impact on the RIDE Flex program. Your trips may still get moved to RIDE Flex and you still have the option to schedule on-demand trips using your monthly allocated trips.

### **7. What can I do to be prepared for this change?**

- Check our website if you have access to the internet for more information at [www.mbta.com/theride](http://www.mbta.com/theride).
- Reserve your rides as soon as you know the days and times you will need a RIDE. You can schedule a RIDE 1-5 days in advance.
- Be patient with your drivers and reservationists, as they too are adjusting to changes in technology and processes.
- Please be sure to notify the RIDE if you have changed your phone number recently to ensure you are receiving automated phone messages about your RIDE.

**8. Were there any changes to how I can add funds to my account?**

No, you can still add funds to your account over the phone (888-844-0355), online at <http://commerce.mbta.com>, or by mailing a check to MBTA-RIDE Fares, PO Box 845097 Boston, MA 02284-5097. Alternatively, you can add funds in person by visiting the CharlieCard Store in the Downtown Crossing MBTA station on Tuesdays and Thursdays. 8:30am – 1:00pm or Wednesdays and Fridays 12:30pm - 5:00pm, except holidays.

**9. Did trip notification calls change?**

Yes, as a result of this transition the RIDE reverted to the previous practice of only two notifications calls for upcoming trips. As a reminder you will receive the following calls for each trip:

- **Night before your trip by 9:00pm:** A trip confirmation message providing your **scheduled pickup time**.
  - Please be prepared for your vehicle to arrive anytime between 5 minutes before to 15 minutes after your scheduled pickup time.
- **Day of your trip, 10 minutes before:** An arrival notification indicating your driver is almost there. Head to your location's external-most door.

**10. Why did I receive a specific pickup time instead of a 20-minute pickup window for my upcoming RIDE?**

The RIDE has reverted to the previous practice of two notifications calls. This means the night before your scheduled RIDE, you will receive your standard call back, but it will now provide a specific scheduled time instead of a window. Please be prepared for your vehicle to arrive anytime between 5 minutes before to 15 minutes after your scheduled pickup time. There is no change to the RIDE's pickup standards, only a change to the calls you receive before your RIDE arrives.

## **11. I book my RIDE on the website – has that changed?**

For customers who use the optional offering of booking trips online, the MBTA reverted to the ADEPT booking website. The ADEPT web portal can be accessed at <https://mmt.mbtatrac.com/>. If you previously used the RIDE web portal, you will automatically be redirected to the new portal during the software transition. If you have the old web portal link saved on your "favorites", please remember to delete, and replace it with the new link. Additionally, anyone travelling with a service animal is able to book trips using the ADEPT booking website. This website provides customers with the ability to book trips online to 9 favorite addresses, view upcoming trips and cancel scheduled trips.

Note that there are specific directions to follow on the web portal homepage which must be followed to successfully book trips online.

## **12. How do I login to the ADEPT booking website?**

To ensure your success in using The RIDE's online booking website, you must first provide up to 9 favorite or frequently travelled addresses you wish to book when using the web portal. For each address, you must include a brief description of the location (i.e., business name, specific entrance, etc.), street address, city, and zip code. Please click [here](#) or copy the link below into your browser to add your favorite or frequently travelled addresses:  
<https://forms.gle/RnP3ESnAynJf5fQS7>.

You must complete the form to provide these addresses; otherwise, you will not be able to book trips online. Once the complete form is submitted, these addresses will be added to your profile and you will be notified when you are able to book these trips online. Note that only addresses which are part of The RIDE's service area will be added to your account.

Once you have received the confirmation, you are ready to book your trips to any of those 9 addresses. You may also return to the form at any time and request that addresses be removed and replaced with others.

If you haven't already done so, go to <https://mmt.mbtatrac.com/> and click Create an Account. Do not enter Your RIDE ID or a Password just click Create an Account. To create your account, you will need to provide your RIDE ID number, your first and last name, and date of

birth in the format MM/DD/YYYY. If you type your date of birth be sure to include the slashes. Alternatively, you can click the Calendar button to the right of the prompt, choose your birthdate, then click Proceed.

You can access the web portal by navigating to

<https://mmt.mbtatrac.com/> and logging in by entering your RIDE ID and your password. Enter your RIDE ID# in the space under 'Your RIDE ID' and enter your password in the space under 'Password.'

Then click Sign in. Your default username (RIDE ID#) and password (Date of Birth using MMDDYYYY format) can be used to login to the ADEPT booking website. After logging in, you can change your password at any time. If you currently use the Routematch booking website, your existing login credentials will not work on the ADEPT booking website.

**13. Can I access my RIDE history from the ADEPT booking website?**

Yes, you can access up to six months of your trip history online through the ADEPT booking website from the date of the transition (11/1/21) and moving forward.

For additional trip history, you can call MBTA's Customer Support Center at 617-222-3200 or submit a request at

[www.mbta.com/customer-support](http://www.mbta.com/customer-support) specifying the time range.

**14. Can I still schedule and pay for a trip on the phone?**

Yes, there are no changes to the services provided for scheduling or paying for trips over the phone. By calling 844-427-7433 you can continue to make reservations and have your questions answered.

The RIDE can still take your payments over the phone by calling 888-844-0355 or online at [commerce.mbta.com](http://commerce.mbta.com).

**15. My RIDE is late – what should I do?**

We apologize for the late arrival of your RIDE; we aim to arrive between 5 minutes before to 15 minutes after your scheduled pickup time. The TRAC team is always ready to share an update for your RIDE over the phone (844-427-7433).

**16. How do I file a complaint about the RIDE program?**

We are sorry to hear the RIDE did not meet your expectation for service. While we are confident this change will greatly improve your experience, we thank you for your patience during the first few weeks of our transition. If you would like to file a formal complaint, please call the MBTA's Customer Support Center at 617-222-3200 or file an online complaint at [www.mbta.com/customer-support](http://www.mbta.com/customer-support).

To request this information in alternative formats (Braille, audio, electronic) or other languages, please call 1-800-392-6100 or 617-222-5146 TTY.

Para solicitar esta información en formatos alternativos (Braille, audio, electrónico) u otros idiomas, llame al 1-800-392-6100 or 617-222-5146 TTY.

Para solicitar esta informação em formatos alternativos (Braille, áudio, eletrônicos) ou outras línguas, ligue para 1-800-392-6100 or 617-222-5146 TTY.

要以其他格式（盲文，音频，电子）或其他语言请求这些信息，请致电1-800-392-6100 or 617-222-5146 TTY。

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Чтобы запросить эту информацию в альтернативных форматах (шрифт Брайля, аудио, электронный) или на других языках, позвоните по телефону' 1-800-392-6100 or 617-222-5146 TTY.

Pou mande enfòmasyon sa yo nan fòm altènatif (bray, odyo, elektwonik) oswa lòt lang, tanpri rele 1-800-392-6100 or 617-222-5146 TTY.